

IN THE EXECUTIVE ETHICS COMMISSION
OF THE STATE OF ILLINOIS

In re: VERONICA BROWN,)	OEIG Case # 11-00323 and
JAMILA MATHEWS and)	11-1146
DONNA DALTON)	

OEIG FINAL REPORT (REDACTED)

Below is a final summary report from an Executive Inspector General. The General Assembly has directed the Executive Ethics Commission (Commission) to redact information from this report that may reveal the identity of witnesses, complainants or informants and “any other information it believes should not be made public.” 5 ILCS 430/20-52(b).

The Commission exercises this responsibility with great caution and with the goal of balancing the sometimes-competing interests of increasing transparency and operating with fairness to the accused. In order to balance these interests, the Commission may redact certain information contained in this report. The redactions are made with the understanding that the subject or subjects of the investigation have had no opportunity to rebut the report’s factual allegations or legal conclusions before the Commission.

The Commission received a final report from the Governor’s Office of Executive Inspector General (“OEIG”) and a response from the agency in this matter. The Commission, pursuant to 5 ILCS 430/20-52, redacted the final report and mailed copies of the redacted version and responses to the Attorney General, the Governor’s Executive Inspector General and to Veronica Brown, Jamila Mathews and Donna Dalton at their last known addresses.

The Commission reviewed all suggestions received and makes this document available pursuant to 5 ILCS 430/20-52.

FINAL REPORT

I. ALLEGATIONS

The Office of Executive Inspector General (OEIG) received allegations of misconduct against the Governor’s Office of Citizen Action (GOCA) State Services Representative Veronica Brown. Specifically, it was alleged that Ms. Brown was conducting her secondary employment as a real estate agent during work hours and was improperly using:

- the State photocopier to make copies related to her real estate business;
- the State facsimile machine to send and receive transmissions of real estate listings;
- her State telephone to make and receive calls regarding her real estate business; and,
- her State e-mail to conduct her real estate business.

During the course of its investigation, the OEIG also investigated whether Ms. Brown was abusing State time by:

- failing to work her assigned hours; and,
- spending an inappropriate amount of time on her personal cellular telephone.

The OEIG's investigation relating to Ms. Brown was assigned unique case number 11-00323.

During the course of investigating 11-00323, the OEIG received separate allegations involving GOCA State Services Representative Jamila Mathews. Specifically, it was alleged that Ms. Mathews was abusing State time by:

- failing to work her assigned work schedule;
- using her personal cellular telephone during work hours; and,
- [redacted—unfounded allegation].

The OEIG's investigation relating to Ms. Mathews was assigned unique case number 11-01146.

II. CONSOLIDATION OF INVESTIGATIONS

In light of the fact that investigations 11-00323 and 11-01146 were similar in nature and both concerned the conduct of State employees employed at the Chicago GOCA office, for purposes of efficiency, the two matters were consolidated and the OEIG is issuing a single final report.

The OEIG also investigated whether Springfield-based GOCA Director Donna Dalton failed to properly supervise her Chicago-based subordinates.

III. BACKGROUND

The Governor's Office of Citizen Action serves as a sort of clearinghouse for complaints, requests for assistance, and other matters involving the Office of the Governor or its agencies. Essentially, if an Illinois citizen contacts the Office of the Governor and submits a request or complaint, in most cases, GOCA will forward the matter to the appropriate State agency.¹

At the time of the conduct at issue, GOCA had offices in Chicago and Springfield; however, during the pendency of the instant investigations, GOCA's Chicago office was permanently closed. Prior to its closure, the Chicago office consisted of three to four employees located in the Michael A. Bilandic building (Bilandic building), 160 North LaSalle Street.

In order to gain access to the upper levels of the Bilandic building, State employees swipe an electronic access card and enter via turnstiles near a security desk adjacent to the lobby. However, GOCA's office was located on the first floor directly off of the lobby. Thus GOCA

¹ Complaints or requests for assistance may be submitted via mail, telephone or e-mail. Office of the Governor, *Contact Us*, <http://www2.illinois.gov/gov/pages/contactthegovernor.aspx> (last visited March 28, 2012).

employees did not have to pass through the Bilandic building turnstiles, but instead used a separate swipe card door entry system to gain access to the office. GOCA employees' electronic access cards also permitted them to pass through the security desk for the Bilandic building.

IV. INVESTIGATION

During the course of this investigation, the OEIG conducted interviews and reviewed documents relevant to the conduct of Ms. Brown, Ms. Mathews, as well as GOCA Director Dalton. The pertinent documents reviewed and the individuals interviewed are summarized in this report.

A. Investigation Into Misconduct Related to Veronica Brown

1. Review of Veronica Brown's Cellular Telephone Records

Investigators reviewed Ms. Brown's personal cellular telephone records from October 8, 2010 through August 23, 2011.² Ms. Brown's daily usage of her personal cellular telephone was consistent in that it did not significantly decrease or stop during this time period. During the approximately 186 days that Ms. Brown was scheduled to work, she made or received approximately 2,532 calls,³ during her work hours. The calls totaled approximately 5,242 minutes or approximately 87.3 hours.

2. [Redacted—unfounded allegations]

[Redacted].

[Redacted].⁴ [Redacted].⁵

3. Review of Veronica Brown's State E-mail

A review of Ms. Brown's State e-mail account for April 1, 2010 through April 14, 2011 revealed that she sent or received numerous e-mails related to her outside employment as a real estate agent. In one real estate agent e-mail, Ms. Brown asked the e-mail author to not use her State e-mail address, specifically, "Please remove this email address from your data bank. You have my other email. Thank you."

4. Review of Veronica Brown's Work Related Documents

Investigators reviewed Ms. Brown's time sheets and records reflecting arrival times in the Chicago GOCA office for the time period of March 29, 2010 through October 13, 2011.⁶

² Investigators only reviewed telephone calls made or received during scheduled work hours. Calls made on holidays, during Ms. Brown's lunch break, or while she was on approved leave were excluded.

³ Ms. Brown made approximately 13 calls per day for an average daily usage of approximately 28 minutes. Ms. Brown's longest telephone call was approximately 41 minutes.

⁴ [Redacted].

⁵ [Redacted].

The review of these records revealed that nearly every day, Ms. Brown arrived at GOCA after her scheduled start time. Specifically, from March 29, 2010 through October 13, 2011, Ms. Brown arrived anywhere from a few minutes to several hours after her scheduled start time.

5. First Interview of State Services Representative Jamila Mathews

On April 20, 2011, investigators interviewed Ms. Mathews regarding the allegations lodged against Ms. Brown.⁷

Ms. Mathews told investigators that she had been in her position for about three years and reported to [employee 1]. Ms. Mathews said that she had seen and heard Ms. Brown use her State telephone to conduct real estate business – including asking individuals over the telephone to fax real estate related documents to GOCA’s facsimile number. Ms. Mathews also said she had seen Ms. Brown’s business logo on documents printed on the GOCA State photocopier, and had seen Ms. Brown copying MLS⁸ real estate listings on the State photocopier. As of the date of her April 2011 interview, Ms. Mathews said that she continued to see Ms. Brown openly conduct personal business activities during work hours.

6. Interviews of [Employee 2]

On June 15, 2011 and January 5, 2012, investigators interviewed [employee 2] regarding the allegations of misconduct relating to the Chicago GOCA office. [Employee 2] told the investigator that her office received a complaint about Ms. Brown sometime in 2011. [Employee 2] said that she realized Ms. Brown was misusing State resources after she reviewed Ms. Brown’s e-mails and found sufficient evidence to show that Ms. Brown used her State e-mail in connection with her real estate business. [Employee 2] said that she held a verbal counseling session with Ms. Brown in April 2011 and that she had Ms. Brown complete a request for secondary employment, which was subsequently approved.

[Employee 2] also told investigators that in approximately September or October 2011, the Chicago GOCA office was closed and that Ms. Brown, [employee 1], and Ms. Mathews were no longer State employees. [Employee 2] stated that various factors led to the decision to close the Chicago GOCA office, including that Ms. Dalton, who supervised the Chicago GOCA office, was located in Springfield and had trouble supervising Chicago GOCA staff.

7. Interviews of State Services Representative Veronica Brown

On June 10, 2011 and March 6, 2012, investigators interviewed State Services Representative Veronica Brown. Ms. Brown confirmed that she was no longer a State employee and that her employment at GOCA ended on October 14, 2011. Ms. Brown said that she was supervised by [employee 1], until Ms. Dalton assumed the position of Director.

⁶ In their review, investigators excluded times when Ms. Brown had approved leave and also accounted for the change in her 8:30 am start time to 9:00 am, effective August 9, 2010.

⁷ The OEIG interviewed Ms. Mathews prior to having received allegations of misconduct relating to her.

⁸ MLS stands for multiple listing service.

Ms. Brown stated that in April 2011, she was given a verbal counseling by the Office of the Governor's Chief of Operations and the Office of the Governor's Interim Ethics Officer after it was discovered that she had used the State telephone, fax, copier, e-mail and internet to conduct her secondary employment as a real estate agent. Ms. Brown said she had not filed a request for secondary employment relating to her real estate business and confirmed that she used State resources to conduct personal business.

Ms. Brown subsequently confirmed that she also made personal calls relating to her real estate business. Ms. Brown said that in her counseling session, she was told to stop using State resources, but was never told it was inappropriate for her to use her personal cellular telephone during work hours.

Ms. Brown also confirmed that she would routinely arrive late to work, but stated that she would sometimes, but not always, make up her time by staying late in the office. Ms. Brown stated that the office had an unofficial policy that employees only needed to work 7.5 hours per day, such that, if she was late, she could make up that time by working past her official end time. Ms. Brown said there were times that she would get the office's mail before going into the GOCA office, which she said would also cause her to be approximately 10 minutes late. Ms. Brown said this occurred on an infrequent basis. Ms. Brown confirmed that she did not record the actual hours she worked, and that her time sheets were inaccurate.

B. Investigation into Misconduct Related to Jamila Mathews

1. Review of Ms. Mathews's Work Related Documents

Investigators reviewed Ms. Mathews's time sheets and records reflecting arrival times for the Chicago GOCA office and the turnstiles at the security desk in the Bilandic building for the time period of January 4 to October 7, 2011.

In the course of the investigation, investigators learned that Ms. Mathews's child was enrolled at a daycare facility located in the Bilandic building beginning on July 22, 2011.

An examination of Ms. Mathews's time sheets revealed that she consistently recorded her arrival time as 8:00 am, however, entry records indicated that she entered the Bilandic building after her schedule start time virtually every day between January 4 and July 22, 2011.⁹ During this time period, Ms. Mathews's arrival time ranged from as little as a few minutes to as long as 2 hours and 40 minutes after her scheduled start time.

After July 22 and through October 7, 2011, Ms. Mathews continued to arrive after her 8:00 am start time. Records revealed that Ms. Mathews would enter the GOCA office, pass through the turnstiles at the security desk, proceed to the daycare, and then proceed back to the GOCA office. During this time period, Ms. Mathews arrived at her office, on average, about 30 minutes after her start time.

⁹ Investigators removed all days and times when Ms. Mathews was on approved leave.

2. Review of Ms. Mathews's Use of her Personal Cellular Telephone

Investigators also analyzed Ms. Mathews's use of her personal cellular telephone from January 1 through August 16, 2011. During this time, Ms. Mathews used her personal cellular telephone for a total of approximately 158 hours – an average of over an hour and a half a day.¹⁰ The majority of the time she spent on the telephone were on calls (sent or received) to phone numbers associated with [redacted].

3. [Redacted].

[The Commission exercises its discretion to redact the identity of this entity pursuant to 5 ILCS 430/20-52.]

[Redacted].¹¹ [Redacted].¹²

[Redacted].¹³

4. Second Interview of Jamila Mathews

On April 12, 2012, investigators interviewed Ms. Mathews.¹⁴ Ms. Mathews confirmed that her employment at GOCA terminated when the Chicago office closed in October 2011.

Ms. Mathews reviewed copies of her time sheets, which revealed that her work hours were 8:00 am to 4:30 pm. Ms. Mathews confirmed that they were accurate with the possible exception that the time sheets listed a time for lunch, though she often worked through lunch. Ms. Mathews also confirmed she was an owner of [redacted] and her husband ([husband]) was the president.

Ms. Mathews then reviewed her personal cellular telephone usage and stated she was able to identify telephone numbers belonging to [redacted] and family members. Ms. Mathews denied that any of her phone calls to [redacted] were related to her husband's business. Rather, Ms. Mathews described these phone calls as simply between a husband and wife.

Ms. Mathews was advised that she called and received calls from [redacted] for a total of 37 hours, and that records showed her using her personal cellular telephone for an additional 121 hours to contact other numbers unrelated to her State duties. Ms. Mathews told investigators that

¹⁰ Investigators only looked at those calls that occurred during Ms. Mathews's scheduled work hours and excluded calls that occurred while Ms. Mathews was on lunch, an approved break, or on approved leave. During this time period, the records reflect that Ms. Mathews worked a total of 103 days.

¹¹ [Redacted].

¹² *Id.*

¹³ [Redacted].

¹⁴ The second interview was conducted on April 12, 2012 and, at this time, Ms. Mathews was informed she was the subject of an investigation. Accordingly, it is only the information provided in this interview that is used in connection with any findings against Ms. Mathews.

she did not realize she was on her personal cellular telephone so much, and said that she did wear a Bluetooth device while at work and would use it to talk on her personal cellular telephone or to stream music from her computer.

During her interview, Ms. Mathews confirmed that she consistently arrived to work after her scheduled start time and entered the GOCA office to drop off her personal items, leave the office to take her child to the daycare, and then return. Ms. Mathews also said that she would leave work early, retrieve her child from the daycare, and return to the GOCA office. Ms. Mathews stated that her time sheets, which she previously said were accurate (with the exception of her lunch), were in fact inaccurate and did not reflect the actual amount of time she was in the office.

C. Interviews Concerning Supervision of the Chicago GOCA Office

1. [Employee 1]

On May 13 and September 19, 2011, investigators interviewed [employee 1]. [Employee 1] told investigators that he had worked as a [redacted] in the Chicago GOCA office since July 2007 and reported to GOCA Director Donna Dalton.¹⁵ [Employee 1] said that prior to Ms. Dalton's appointment as GOCA Director, there was discussion about promoting him, but no action was taken. [Employee 1] said that he shared the same job title [redacted] and job description as all the other staff in Chicago's GOCA office. [Employee 1] noted that his job description does not contain any references to supervising other employees. He stated he had a discussion with Ms. Dalton about changing some of his duties, but no action was taken.

2. Interviews of GOCA Director Donna Dalton

a. June 1, 2011 Interview of Donna Dalton

On June 1, 2011, investigators interviewed GOCA Director Donna Dalton. In describing her supervisory responsibilities, Ms. Dalton said that she oversees the entire GOCA staff, but that she co-supervises the Chicago staff with [employee 1]. Ms. Dalton also said that all GOCA employees are classified as [redacted], but that in 2008, [employee 1] was given additional responsibilities [redacted]. Ms. Dalton said that when she assumed the position as GOCA Director, she understood [employee 1] was responsible for the day-to-day supervision of the Chicago GOCA staff, but said she had neither spoken to [employee 1] about his role as [redacted], nor seen a position description for the [redacted] position.

Ms. Dalton told investigators that she expected [employee 1] and other Chicago staff to accurately report when they took time off. Ms. Dalton said that she did not believe staff was accurately reporting their absences because she would often contact the Chicago office to learn that employees had taken time off without her knowledge. Ms. Dalton said that she believed she delegated to [employee 1] the responsibility for Chicago staff's timekeeping matters, but was

¹⁵ A review of [employee 1]'s job description contained no reference or mention of a position as Deputy Director, or any other supervisory position.

unaware of whether he still handled the matters. Ms. Dalton said she did not approve time sheets for Chicago staff nor did she know who approved them.

Ms. Dalton said she did not make regular trips to visit the Chicago office, but held meetings by video conference or telephone. Ms. Dalton told investigators that she relied upon [employee 1] to handle Chicago daily operations, including matters with staff. At the time of her interview, Ms. Dalton said that she was unaware of any problems or misconduct by Chicago staff and attributed this to [employee 1]'s failure to inform her of problems in the Chicago office.

b. April 18, 2012 Interview of Donna Dalton

On April 18, 2012, investigators again interviewed Ms. Dalton. Ms. Dalton informed investigators that GOCA's Chicago office was closed in October 2011. Ms. Dalton indicated that the closure was due in part to duplication or overlapping functions between the Chicago and Springfield offices, and because the Chicago office had become increasingly difficult for her to manage from Springfield.

Ms. Dalton reviewed her job description, which states that she is responsible for "approv[ing] time for subordinates[.]" Ms. Dalton stated that she had never seen her job description, did not know it existed, and was not aware she had this responsibility.¹⁶ Ms. Dalton said she thought [employee 1] may have been the person designated to approve Chicago timesheets.

When asked about the role of [employee 1] in the Chicago office, Ms. Dalton stated that upon her request, the Office of the Governor had considered changing [employee 1]'s job title, but did not do so. She stated that [employee 1] abdicated any responsibility for supervising staff in the Chicago office, and that she never had any discussions with him concerning her expectations or his responsibilities in the Chicago office.

Ms. Dalton stated that she did not visit the Chicago GOCA office very often. On one occasion, she made an unannounced office visit; however, no employees arrived late that day.

Ms. Dalton confirmed she was aware that Ms. Mathews was abusing State time by using her personal cellular telephone during work hours because [employee 1] had told her that Ms. Mathews was continually on her personal cellular telephone. Ms. Dalton said she called Ms. Mathews about the allegation, which Ms. Mathews denied. Ms. Dalton said that she did not take any further action regarding the allegation and stated that she did not think there was anything else she could do given that Ms. Mathews was in Chicago and she was in Springfield. Ms. Dalton said that [employee 1] had also told her that Ms. Mathews was sleeping while at work and had offered to send her a photo depicting her sleeping. Ms. Dalton told [employee 1] to not

¹⁶ Ms. Dalton said that since the Chicago office was closed, GOCA no longer had [redacted]. She said that GOCA was now staffed with one full time employee and GOCA Fellows, which are paid positions usually given to recent college graduates. Ms. Dalton said that she did not review time sheets for any of these employees nor was she aware of who reviewed and approved them. Ms. Dalton said that she did approve leave requests and kept a calendar to track these requests. Ms. Dalton said that she trusted employees to keep track of their time and trusted employees to accurately report their time.

send the photo. She said she did not raise the issue with Ms. Mathews nor did she direct [employee 1] to address the matter.

IV. ANALYSIS

A. Abuse of State Time by Failing to Work Assigned Work Hours

The Personnel Handbook for the Office of the Governor states that the “[r]egular office hours begin at 8:30 a.m. and end at 5:00 p.m.” and requires that employees maintain “accurate records of the employee’s time.”¹⁷ Furthermore, every “employee is required to submit to the timekeeper a time sheet documenting, to the nearest quarter hour, the time spent each day on official State business or authorized leave of absence.”¹⁸

1. *Ms. Brown Abused State Time and Failed to Work her Assigned Work Hours*

Ms. Brown admitted to investigators that she failed to work her assigned work hours and that her time sheets did not accurately reflect the time that she worked. Ms. Brown’s reliance on an unofficial policy that required employees to work 7.5 hours a day, regardless of when the work actually took place, is misplaced.

First, the written policy clearly states that employees are required to work particular hours and keep accurate time. Second, by her own admission, Ms. Brown did not always make up for hours that she was late. Accordingly, the allegation that Ms. Brown abused State time is **FOUNDED**.

2. *Ms. Mathews Abused State Time by Failing to Work her Assigned Work Hours*

Ms. Mathews also admitted that she failed to work her assigned work hours and that her time sheets were not accurate. Ms. Mathews routinely arrived to work after her start time. Accordingly, the allegation that Ms. Mathews abused State time is **FOUNDED**.

B. Abuse of State Time by Misuse of Personal Cellular Telephones

The Personnel Handbook for the Office of the Governor does not contain any provision expressly prohibiting employees from using their personal cellular telephones during work hours. However, it is generally accepted that when employees are at work, they are obligated to perform their State duties and responsibilities, not personal business.

¹⁷ *Work Time Requirements*, Introduction and Section 2.2.1, Personnel Handbook for the Office of the Governor (Sept. 2010).

¹⁸ *Id.* The Personnel Handbook also notes that “any employee who falsifies time and/or attendance records resulting in payment of unearned wages or compensatory time shall be required to reimburse the State for such unearned time and agrees to the deduction of such unearned wages and compensatory time from his/her paycheck until such debt is satisfied.” *Failure to Provide Required Information; Providing False Information*, Section 2.2.3, Personnel Handbook for the Office of the Governor (Sept. 2010).

1. *Ms. Brown Abused State Time by Misusing her Personal Cellular Telephone*

From October 8, 2010 through August 23, 2011, Ms. Brown spent approximately 87.3 hours on her personal cellular telephone. The OEIG notes that Ms. Brown's usage of her personal cellular telephone did not decrease after April 2011, when she was counseled about her outside employment. The allegation that Ms. Brown abused State time by using her personal cellular telephone during work hours is **FOUNDED**.

2. *Ms. Mathews Abused State Time by Misusing her Personal Cellular Telephone*

Ms. Mathews spent an inordinate amount of time on her personal cell phone, rather than performing her job duties. Between January 1 and August 16, 2011, Ms. Mathews used her personal cellular telephone for approximately 158 hours. Such usage, to which Ms. Mathews admitted, constitutes an abuse of State time. Accordingly, the allegation that Ms. Mathews abused State time by using her personal cellular telephone during work hours is **FOUNDED**.

C. [Redacted]

[Redacted—unfounded allegation].

D. **Ms. Brown's Use of the State E-mail and Photocopier**

The Personnel Handbook for the Office of the Governor prohibits the use of e-mails "for any personal monetary interest or gain unrelated to Governor's Office business."¹⁹ A review of Ms. Brown's State e-mail account from April 1, 2010 through April 14, 2011 revealed that she sent or received numerous e-mails related to her outside employment as a real estate agent and e-mails that were otherwise not related to her State job. While Ms. Brown's usage was negligible, it still violates this policy because it involved her private business. Accordingly, the allegation that Ms. Mathews misused her State e-mail is **FOUNDED**.

Likewise, the Personnel Handbook for the Office of the Governor prohibits any personal use of State photocopiers. Given that Ms. Brown admitted to using the State photocopier for her private business, the allegation that Ms. Brown misused the State photocopier is **FOUNDED**.

E. [Redacted]

[Redacted—unfounded allegation]

¹⁹ *Electronic mail (e-mail)*, Restrictions, 4.2.2, Personnel Handbook for the Office of the Governor (Sept. 2010).

F. Ms. Dalton's Conduct as Director

In this case, Ms. Dalton did not appropriately supervise the Chicago employees, nor did she give any clear directions to [employee 1] of what his supervisory role, if any, should be. The OEIG notes that in an office of three or four people, essentially half the staff was engaged in misconduct that warranted investigation.

It also appears that Ms. Dalton failed to take any meaningful steps to clarify [employee 1]'s position with GOCA, *i.e.*, find out whether he was a [redacted] responsible for supervising the office. In failing to do so, Ms. Dalton placed [employee 1], and the Chicago GOCA staff, in a situation where it was unclear who had supervisory responsibility for that office. The absence of supervisory clarity also likely led to an environment whereby Ms. Mathews and Ms. Brown believed they could get compensated by the State despite arriving after their respective start times, engaging in personal activities while on State time, and Ms. Brown using State property for her side real estate business. Thus, the allegation that Ms. Dalton failed to properly supervise her subordinates is **FOUNDED**.

V. CONCLUSIONS AND RECOMMENDATIONS

Following due investigation, the OEIG issues these findings:

- **FOUNDED** – Former State Services Representative Veronica Brown abused State time by failing to work her assigned work hours.
- **FOUNDED** – Former State Services Representative Jamila Mathews abused State time by failing to work her assigned work hours.
- **FOUNDED** – Former State Services Representative Veronica Brown abused State time by using her personal cellular telephone during her work hours.
- **FOUNDED** – Former State Services Representative Jamila Mathews abused State time by using her personal cellular telephone during her work hours.
- **UNFOUNDED** – [redacted].
- **FOUNDED** – Former State Services Representative Veronica Brown misused the State e-mail system.
- **FOUNDED** – Former State Services Representative Veronica Brown misused the State photocopier.
- **UNFOUNDED** – [redacted].
- **FOUNDED** – GOCA Director Donna Dalton failed to properly supervise subordinate Jamila Mathews.
- **FOUNDED** – GOCA Director Donna Dalton failed to properly supervise subordinate Veronica Brown.

Given that Ms. Brown and Ms. Mathews are no longer State employees, the OEIG makes no recommendation regarding disciplinary action against them.²⁰

The OEIG recommends that Ms. Dalton be counseled regarding her responsibility to properly supervise her subordinates.

No further investigative action is needed and this case is considered closed.

Date: June 25, 2012

Office of Executive Inspector General
for the Agencies of the Illinois Governor
32 W. Randolph Street, Ste. 1900
Chicago, IL 60601

William “Skip” Benz
Assistant Inspector General

Frank Sheets
Investigator #110

²⁰ The OEIG calculated the loss to the State stemming from the misconduct of Ms. Mathews and Ms. Brown to be approximately \$7,920, with \$3,540 attributable to Ms. Mathews and \$4,380 to Ms. Brown. Accordingly, the OEIG is obligated to refer this matter to the Illinois Attorney General’s Office pursuant to 5 ILCS 430/20-80.



STATE OF ILLINOIS
OFFICE OF THE GOVERNOR
SPRINGFIELD, ILLINOIS 62706

Pat Quinn
GOVERNOR

VIA U.S. MAIL and E-MAIL

July 16, 2012

Erin K. Bonales
Deputy Inspector General
Office of the Executive Inspector General
32 W Randolph Street, Suite 1900
Chicago, IL 60601

Re: Response to Final Report in OEIG Case Nos. 11-00323 and 11-01146

Dear Ms. Bonales:

Enclosed is the response of the Office of the Governor ("OOG") to the Office of the Executive Inspector General's ("OEIG") Final Report in Case Nos. 11-00323 and 11-01146.

Please let us know if you have any questions or if we can provide any additional information.

Sincerely,

John F. Schomberg
General Counsel
312-814-1687

Enclosures

cc: Jack Lavin, Chief of Staff, OOG (via email, w/encl.)



Office of Executive Inspector General
for the Agencies of the Illinois Governor
www.inspectorgeneral.illinois.gov

OEIG RESPONSE FORM

Case Number: 11-00323 &
11-001146

**Due Within 20 Days of Receipt of
Report**

Please check the box that applies.

- ☐ We have implemented all of the OEIG recommendations.
(Provide details regarding action taken.)

- ☒ We will implement all of the OEIG recommendations but will require additional time.
We will report to OEIG within 30 days from the original return date.
(Provide details regarding action planned / taken.)

Please see attachment.

(over)

- ☐ We are implementing one or more of the OEIG recommendations, however, we plan to depart from other OEIG recommendations.

(Provide details regarding action planned / taken and any alternate plan(s).)

- ☐ We do not wish to implement any of the OEIG recommendations.

(Explain in detail why and provide details of any alternate plan(s).)

Signature

John Schomberg
Print Name

Governor's Office, General Counsel
Print Agency and Job Title

7/16/12
Date

ADDENDUM TO OEIG RESPONSE FORM IN CASE NOS. 11-00323 & 11-001146

The final report in Case Nos. 11-00323 and 11-001146 did not recommend disciplinary action against Veronica Brown and Jamila Mathews because they are no longer State employees. It recommended that Donna Dalton be counseled regarding her responsibility to properly supervise her subordinates. The Office of the Governor agrees with these recommendations and responds as follows:

- The Governor's Office of Citizen Action's ("GOCA") Chicago Office was closed in October 2011. Given that GOCA has been restructured and all GOCA employees are now based in Springfield, proper supervision should no longer be an issue. Nevertheless, the Governor's Office will provide Ms. Dalton with counseling related to supervision generally and will implement this recommendation within 14 days of this response.

RECEIVED
OCT 25 2012

EXECUTIVE
ETHICS COMMISSION

IN THE EXECUTIVE ETHICS COMMISSION
OF THE STATE OF ILLINOIS

IN RE: Donna Dalton

)

11-00323 and 11-1146

RESPONDENT'S SUGGESTIONS FOR REDACTION / PUBLIC RESPONSE

Please check the appropriate line and sign and date below. If no line is checked the Commission will not make your response public if the redacted report is made public.

X Below is my public response. Please make this response public if the summary report is also made public; or

_____ Below are my suggestions for redaction. I do not wish for these suggestions to be made public.

Respondent's Signature

10/25/2012
Date

Instructions: Please write or type suggestions for redaction or a public response on the lines below. If you prefer, you may attach separate documents to this form. Return this form and any attachments to:

Illinois Executive Ethics Commission
401 S. Spring Street, Room 513 Wm. Stratton Building
Springfield, IL 62706

Please see attached.

October 25, 2012

Chad Fornoff, Executive Director
Executive Ethics Commission
401 S. Spring Street
513 William Stratton Building
Springfield, IL 62706

Re: OEIG Case # 11-00323 and 11-1146 Response

Dear Director Fornoff:

I have received the final report in Case Nos. 11-00323 and 11-001146 and accept the Office of Executive Inspector General's ("OEIG") findings. I am grateful for the opportunity to respond.

As noted in the OEIG's final report, there were two GOCA office locations: one in Springfield and one in Chicago; and there was a lack of clarity regarding supervisory duties of the two offices. My position was based in Springfield. The two employees who committed the misconduct at issue were based in Chicago.

I would first like to respond to the confusion surrounding the supervision of Chicago staff.

When I entered my employment with GOCA in December 2009, I was told that [Employee 1] was Deputy Director and permanently located in the Chicago GOCA office. My understanding was that [Employee 1] would be responsible for supervising the Chicago GOCA staff. When I was promoted to Director the following April 2010, there was no mention of any change in his Deputy Director status. This is how he was listed in the interoffice phone directory and how he was referred to by virtually every employee within the Governor's office. If this was incorrect, nothing was ever brought to my or any manager's attention by [Employee 1]. Therefore, it was my understanding that after my promotion to Director, day-to-day management of the Chicago office remained his responsibility.

Next, I would like to respond to my supervisory role as Director of GOCA.

As soon as I learned about possible attendance issues with the GOCA employees, I made an unannounced visit to the Chicago office. The employees arrived on time that day. After investigating this matter further, in early August of 2011, we decided that the Chicago office

would be closed and all positions consolidated in Springfield. Before we could issue any discipline against the employees, they resigned.

In September 2011, the Chicago GOCA office was closed and all positions were relocated to Springfield.

While I agree with the OEIG's findings, I must note that I am a diligent employee and capable manager. I only regret that we did not consolidate the Chicago and Springfield GOCA offices sooner. I am thankful for the OEIG's investigation of this matter, and offer my commitment to remain a dedicated public servant.

Sincerely,

Donna Dalton, Director
Governor's Office of Citizen Action
Office of the Governor
State of Illinois